



Gila County Community Services Division

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"Unite low-income residents and community resources to overcome the challenges of poverty."

Gila County Community Action Program Advisory Board

Meeting Minutes

May 16, 2018

I. Call to Order/Welcome

The Gila County Community Action Program (CAP) Advisory Board (herein referred to as "Board") met in regular session at 10:00 a.m. at 5515 S. Apache Ave., Conference Room #200, Globe, AZ. Vice-Chairman Michael Black called the meeting to order at 10:03 a.m.

II. Roll Call and Introductions

Present: Michael Black (Vice-Chairman), Annie Hinojos (Secretary), Vicky Quesada, Margret Celix, Mario Villegas, Nolberto (Chuco) Waddell, and Audrey Opitz.

Excused Absent: Cody Newman (Chairman).

Guests/Staff: Malissa Buzan (via teleconference), Dorine Prine, Allison Torres, and Elsa Bobier.

III. Information/Discussion/Action to approve the CAP Advisory Board's February 21, 2018 meeting minutes.

Upon motion by Annie Hinojos, seconded by Mario Villegas, the Board unanimously approved the February 21, 2018 meeting minutes.

IV. Information/Discussion/Action to approve the 3rd quarter financial report.

Upon motion by Ms. Hinojos, seconded by Mr. Villegas, the Board unanimously approved the 3rd quarter financial report for the period January 2018 through March 2018.

Dorine Prine informed the Board that CAP has used all Low Income Home Energy Assistance Program (LIHEAP) funding. Temporary Assistance for Needy Families (TANF) funds should be expended by June 2018. Department of Economic Security (DES) Voucher funding can be carried over into the next fiscal year. Ms. Prine explained to the Board the process of TANF/DES Voucher funds from beginning to end. Ms. Prine gave a brief discussion about the financial report.

V. Information/Discussion/Action to approve the CAP Advisory Board 2019 Fiscal Year (FY) Meeting dates.

Upon motion by Vicky Quesada, seconded by Michael Black, the Board unanimously approved the CAP Advisory Board 2019 FY meeting dates. There was a brief discussion and all the board members agreed that the schedule dates did not conflict with any of their current schedules.

VI. Information/Discussion/Action to acknowledge the resignation of Lynn Canning from the CAP Advisory Board.

Upon motion by Ms. Hinojos, seconded by Audrey Opitz, the Advisory Board unanimously approved the resignation of Lynn Canning from the CAP Advisory Board.

Ms. Prine stated that Lynn Canning represented the Public Sector on the CAP Advisory Board, which is appointed by the Gila County Board of Supervisors, in accordance to the Board's by-laws. We are actively seeking to fill the vacant position.

VII. Reports/Updates

A. Chair's Report

Mr. Black (Vice- Chairman) stated that he did not have anything to report.

B. Director's Report

1. Volunteer Income Tax Assistance (VITA) site commendations.

Malissa Buzan thanked all the volunteers for their help this year. The VITA program is continuing to grow stronger and more renown throughout Gila County due to their tireless efforts to assist disadvantaged people. Ms. Prine also thanked all the volunteers for their help and stated that each person will receive a certificate from the Internal Revenue Service (IRS). Ms. Prine was honored to present a special certificate to CAP from the IRS celebrating 10 years of dedicated service.

2. Arizona Community Action Association (ACAA) Conference.

Ms. Buzan informed the Board that the ACAA Annual Conference will be held in Scottsdale on July 19-20, 2018. There will be a CAP Board training on July 18th. Under the new budget, Gila County should have enough travel funds for two nights stay for each Board member (the night of July 18th and 19th, with check-out on the last day of the conference on July 20th. Each Board member will have the option to pay for their own room and meals, should they choose to. As we get closer to the date, the Board will be receiving an e-mail with information on the ACAA Conference. Reservations will be made for each of the Board members, should they choose to stay at The Scott Resort and Spa.

3. Advocating

Ms. Buzan offered to help the Board become more involve, to spread the word or make phone calls to representatives regarding the current events that affect Gila County and the low-income community. Ms. Prine added that, as Board members, they should advocate since they are the voice for the low-income Gila County community. It is very important that the Board be informed of any issues and elections that affect the community that they represent and to help the low-income residents to vote responsibly.

4. Budget

Ms. Buzan informed the Board that funding from the Itemized Service Budget (ISB) should be arriving soon. There will be a small window of time (about only one week) for the Board to review it. The Board of Supervisors must approve it before CAP can use the funds for the next fiscal year. Ms. Buzan will be contacting the Board by e-mail or a conference call by July 1st.

C. Coordinator's Report (Dorine Prine)

1. Customer Satisfaction Data Report (handout)

Ms. Prine briefly went over the customer satisfaction data report. Ms. Prine stated that this report is for all of services available from the Community Services office, such as Housing, DES Employment Services, and the One-Stop Resource Room. Mr. Black requested a list of all the services that CAP offers to the Gila County community. Allison Torres provided the Gila County Community Services brochure to all the board members.

2. CAP Success Story (handout)

Ms. Torres read aloud the CAP success story from the Globe area. The client had been living in the same rental for 20 years. She is disabled and has one young daughter. Their rental was showing its age and, over time, it got to the point where further repairs wouldn't be enough. This was their home for so long that the client was hesitant to move. With the client's health condition, she had an added challenge in getting around to search for another place to live. Our client's daughter was embarrassed to have her friends over, but longed to do so. With Social Security Disability being the family's only income, it was hard to make ends meet, let alone afford a move. The client came into the office to obtain information about CAP. Ms. Torres discussed her situation and went over guidelines and the application process. The client applied for move-in rental assistance on the next intake day. The client was approved for help with her first month's rent. She also applied for utility assistance and was helped with her electric bill to keep her service current and avoid an additional electric deposit at her new residence. CAP assisted with her gas deposit and enrolled her in the income based discount with the gas company. The client was so excited that her daughter would now live in a comfortable and safe place where she could finally feel proud to have friends over.

Elsa Bobier read aloud the CAP success story from the Payson area. The client is a single mother living with her two young children. She was a victim of severe mental and physical abuse, who overcame great odds to be self-sufficient. She was let go from her employer due to slow seasonal employment. Her passion has always been baking and it also was part of her healing process. She decided to start a home-based bakery business. Due to the lack of business in the last months, her only source of income has been child support. She had been looking for full-time work and she recently accepted employment as a cake decorator at a local store. However, it would be three weeks before her first check. She didn't want to be evicted or be without utilities. She had a disconnect notice on her electric bill. This was a health and safety risk for her and her children. She uses electricity for her baking business and it's something the family enjoys doing together. CAP contacted the electric company and placed a hold on her disconnection until her appointment with the CAP office. The CAP office paid her rent, electric bill, propane bill and enrolled her in the electric discount program. She mentioned that her cell phone was out of minutes and she just didn't have the money to buy a phone card. She uses the cell phone for business and personal reasons. Without the cell phone, she wouldn't be able to maintain her business. CAP assisted her applying on-line for the free government cell phone that she should receive in the mail within 10-15 days. CAP provided her with a referral to St. Vincent de Paul for her water bill, which they paid. CAP provided information on the local Food Box

Programs, and Kaitie's Closet (an organization that provides gently used clothes to school age children), and Feeding Fido Pet Food Pantry (Humane Society's program that provides free pet food for pet owners who are struggling to feed their pets due to financial hardship) for the family's dog. With the assistance from CAP and other community resources plus her new full-time job, she's able to continue her recovery and provide a safe and secure home for her children.

Mr. Black asked what exactly the Weatherization Program does for the client. Ms. Prine explained the process of weatherization, that the clients must meet certain criteria and the time frame depends on the complexity of the repairs. On an average, it is usually two to three months to complete a project once the homeowner has been approved.

3. VITA Report

Ms. Prine thanked Annie Hinojos and Nolberto (Chuco) Waddell for all their help in this year's tax service for the Hayden area. Ms. Prine briefly went over the report. The three VITA sites prepared 655 income tax returns. She explained that refund monies are put back into the economy and community by clients paying their bills, repairing their vehicles or homes, and purchasing items for their families. The average tax preparation fee is about \$350.00 and VITA is a free tax preparation service for households that have an annual income that is below \$54,000. With refunds and the money saved on tax preparation fees, VITA helped with over \$1,000,000 for our low-income residents.

4. Conflict of Interest document (handout)

Ms. Prine explained that each board member must complete and sign the conflict of interest document every two years.

Mr. Villegas announced that he will be a candidate for the Globe Regional Justice of the Peace, on the August ballot. If elected, he will be assigned as the Southern Gila County Justice Court Judge. He asked the Board members if there were any issues or objections or if they felt it would be a conflict of interest with the Board. No one objected or had any issues and wished him the best in his campaign.

5. Community Needs Assessment work group committee

Ms. Prine explained that the Community Needs Assessment must be completed every three years. The last one was completed in 2015. This assessment is extremely important. It is used as a basis for our services and directing our funding to the needs of the residents. We will be getting a group together to discuss what questions to ask for the on-line and paper surveys. There are also certain items that must be included in the assessment per the Organizational Standards requirement. If anyone would like to be on the committee, please let us know.

6. CAP Plan State Fiscal Year (SFY) 2019 to be completed by June 30th (handout of SFY2018 CAP Plan).

Ms. Prine explained to the Board that the Needs Assessment builds the CAP Plan. Ms. Prine informed the Board on page 4 of 16 at the bottom of the page, that we need to be able to list all the organizations that the Board members are involved with in the community. Ms. Prine will be sending an e-mail by first week of June as a reminder that she needs a list of everything the Board members are involved in. Ms. Prine explained that items on the CAP Plan will be edited, changed and updated and that she needs the Board's help to ensure accuracy.

7. Programmatic report; CAP follows the Community Needs Assessment, CAP Plan and Strategic Plan.

Ms. Prine stated the foundation of CAP is the Community Needs Assessment. It gives us an indication of who needs assistance, what are the community issues, causes and barriers. We need to direct our services and funding to those areas. In order to do that, we must

develop a CAP Plan that explains how we will address the needs of the communities. Then, we develop a five-year Strategic Plan on those needs and how Community Services will direct funding and services to address those needs. The Board must ensure that CAP is accomplishing the items outlined in the CAP Plan and Strategic Plan.

8. Update on progress meeting the goals of the strategic plan; an analysis of the agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary (Gila County Community Services Strategic Plan 2016-2020 handout).

Ms. Prine asked everyone to use the ten-page handout of the CAP Strategic Plan. Ms. Prine spoke on the following:

On page 5, Agency Goal 1.1 "Develop a Resource Center to increase available services for individuals and families experiencing homelessness." CAP conducts an unsheltered count in January of each year. At that time and throughout the year, we assess their needs. We have met with elected officials on the Board of Supervisors and advised them of the homeless issues in Gila County. In cooperation with the Homeless Coalition, we are trying to establish a place for homeless individuals to take showers. The CAP offices have become a resource center for the homeless to have their needs assessed. We contact resources and community partners to alleviate their needs and remove barriers. We are making attempts to find long-term permanent housing.

On page 6, Agency Goal 2.1 "Increase accessible and affordable transportation options for Gila County." Miami has an established transit and dial-a-ride system. The Senior Center, acting as the lead agency, has been approved for a grant that will bring public transit to the Payson and Star Valley areas. They are hoping to start service by October 2018. To accomplish this, Feasibility and Impact studies were conducted. Those studies also assessed the issues with the Miami transit system. Suggestions were made for changes that would strengthen it, make it more profitable, and increase ridership. With public transportation, low-income individuals are able to maintain employment, obtain medical services, fulfill basic needs, and have access to shop in stores for lower priced items.

On page 7, Agency Goal 2.2 "Improve community awareness of energy saving measures and cost-effective home maintenance." Ms. Torres developed an Energy Saving PowerPoint presentation that the clients must read each time they receive utility assistance. We discuss the presentation with our clients and their household use of utilities to find ways to reduce their bills.

On page 8, Agency Goal 2.3 "Increase access to safe and affordable housing in Gila County." Ms. Buzan has been participating and advocating in a variety of forums and meetings for housing and ordinances.

On page 9, Agency Goal 2.4 "Increase Gila County resident's utilization of financial literacy resources." We have partnered with local banking institutions to assist clients to obtain bank accounts. VITA clients are more willing to want bank accounts for direct deposits when they are receiving refunds. We counsel clients on budgeting and managing their money. We provide a Financial Literacy PowerPoint presentation to clients. Gila House (a temporary shelter) residents must participate in case management that includes financial budgeting to ensure self-sufficiency when they obtain permanent housing. Cross training has been completed so that staff are providing the same curriculum and consistent information to clients.

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CAP is on track for accomplishing the goals from the Strategic Plan. However, we always have a long way to go and more that can be done. Ms. Prine encouraged the Board

members for their input and strategies to accomplish our goals. The Board did not have any comments at this time.

VIII. Call to the Public: There were no comments from the public.

IX. Ms. Opitz is also the Chairperson for Globe Lions Club Sight and Hearing Program. She has had numerous calls for eyeglasses. She explained that Lions Club collects eyeglasses and from there they go to their Tucson location, which are then distributed to either low-income or foreign countries.

Annie (Anita) Hinojos is a council member of Winkelman and Director at the Senior Center for the Town of Hayden. Ms. Hinojos shared a story of a family with six children. The mother was pregnant with twins and the father was an amputee. The family had contacted their center for help. Ms. Hinojos took it upon herself by going to a second-hand shop and provided the family with clothing, shoes, furniture, a dining table, maternity clothing, and winter clothes for the children because there were a couple of cold days and the children didn't have any winter clothing. The family was very appreciated of all the help.

Nolberto (Chuco) Waddell is Vice-Mayor of Winkelman.

Margret Celix is actively involved with the March of Dimes.

Mr. Black is involved in the community as council member with the Town of Miami.

Mr. Villegas works at and is involved with Veterans Services. He stated that currently there is a shortage of veterans in the Veterans of Foreign Wars (VFW). If the shortage continues to dwindle, the funeral military honors may go away. The current volunteers are elderly and it usually takes 20 years for veterans to become involve with VFW. Right now, they are looking for veterans from Desert Storm or Gulf War. Military funerals require two active duty members so that's why they rely on VFW volunteers. There is a fee to become a VFW volunteer. However, VFW will, in some cases, pay the fee.

Ms. Torres announced the Food Access Workshop on June 11, 2018 at 8:00 a.m. The goal is to address local food insecurity issues and seek solutions. The location will be at the Gila County Fair Grounds in Globe. Ms. Torres passed out flyers to each board member.

X. Adjournment

Mr. Black adjourned the meeting at 12:15 p.m.